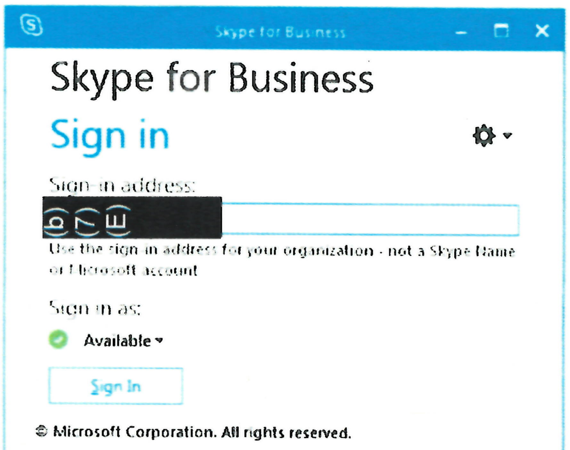
EOIR Microsoft® Skype™ 2016 Desktop Guide

Skype provides instant messaging (IM), web conferencing, online meeting scheduling, and user presence (availability) across EOIR. Skype is integrated with Microsoft Office for contacts and scheduling. This desktop guide provides reference information for commonly used features in Skype.

Initial Sign in

At the first login after Skype installation, you must start the Skype program. Click the Windows **Start** icon on the taskbar, search for Skype, and then click **Skype for Business 2016**. The Skype Sign in window opens. Enter your sign-in address [redacted]

1. Enter your sign-in address.
2. Click **Sign In**.

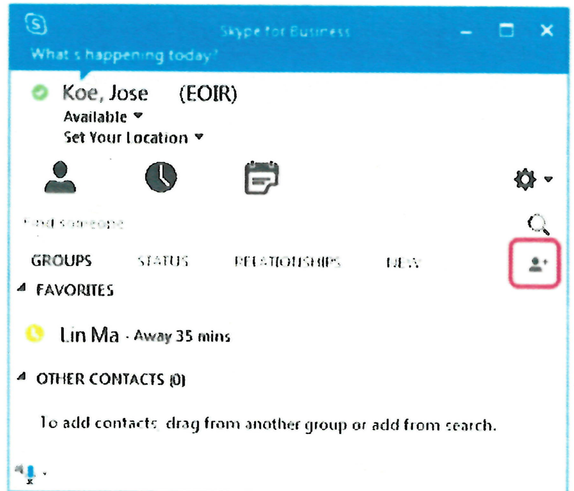


Skype Sign in

Overview

After the initial sign in, the Microsoft Skype (main) window automatically opens when you log into your computer. The Skype main window provides user access to all Skype features.

Note: The EOIR network configuration does not support Skype phone/VOIP calling features. Conferencing voice features are available using the computer speakers/headset with a microphone or a separate phone line. Video features require a PC camera.



Microsoft Skype (Main) Window

Create a Group

Set up a group for each team that you work. You can then quickly see who is available or communicate with the entire team at once.

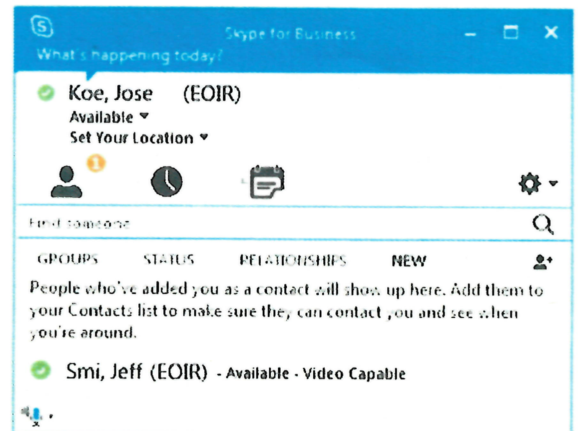
1. Click the **Add a contact** icon and select **Create a New Group**.
2. Enter the name for the new group.

Build a Contacts List

Add people to the Contacts list in Skype and assign them to a group for easy collaboration within the group.

1. Type the person's name or email address in the **Find someone** search field.
2. Highlight the person's name and right-click the name.
3. Roll over **Add to Contact List** and select a group or **Other Contacts** to add the contact.
4. (*Optional*) Add the person to the Favorites list. (This can be done anytime by right-clicking the contact and selecting **Add to Favorites**.)

Each person you add to your contacts receives the following message which then allows them to add you to their contacts list using steps 2-4 above.



Added to Contact Message

Note: Contacts are automatically assigned to the Colleagues privacy relationship.

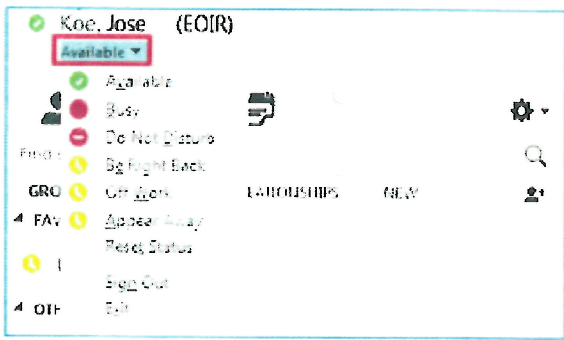
Change Privacy Relationship

Privacy relationship settings control the information seen on contact cards and meeting requests. To change relationship settings, right-click the **contact's** name in the Contacts list, click **Change Privacy Relationship**, and then select the relationship.

Change Presence (availability) State

Presence information includes Availability Status (Available, Busy, or Do Not Disturb), and presence indicator (green, yellow, or red), identifying your status across the MS Office suite of programs.

1. Click the **presence status** and select the desired status from the drop-down list.
2. (*Optional*) Select **Reset Status** from the list to let Skype set the status automatically based on your current activity or Outlook calendar.

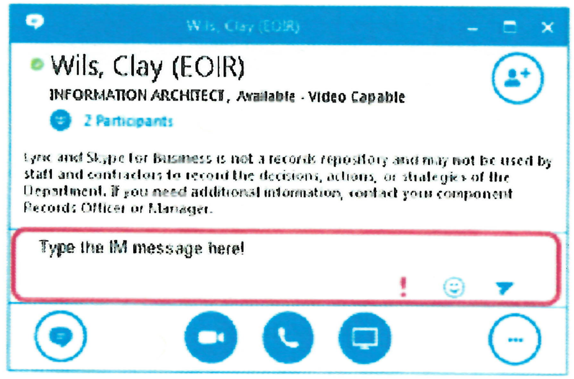


Presence Status

Note: Only contacts in your **Workgroup** can interrupt you even though your status is set to **Do Not Disturb**.

Send an Instant Message

1. In the **Contacts** list, double-click a contact and the IM window opens.
2. Type a message in the message input area at the bottom of the message box and press **Enter**.



Instant Message Window

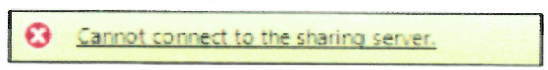
Note: Any message correspondence that contains decisions, actions, or strategies of the Department **MUST**, at a minimum, be pasted into a follow up e-mail.

Limitations of Instant Messaging Sessions

Some of the Skype features require users to establish a meeting or **"meet now"** session (available from the **Options** ⚙ icon or the tool bar) to function properly. These functions include:

- Desktop sharing
- Application sharing
- Audio and Video communication

If these options are attempted, an error similar to the one below may occur.

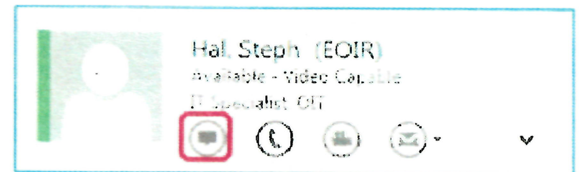


In order to use these functions, create a meeting or **Meet Now** session as described in this reference guide.

Contact Users via IM

There are several ways to start an IM conversation with people or groups in your contacts list. From the contacts list or from search results, do any of the following:

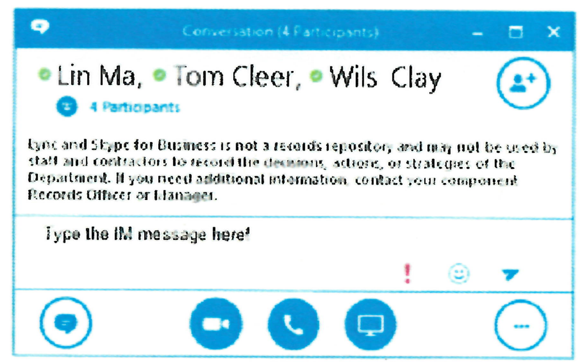
- Double-click the contact.
- Right-click a contact and select **Send an IM.**
- From Outlook or SharePoint click the presence icon and then select the instant message icon (pictured below).



Instant Message Icon

Start a Group IM Conversation

A group instant messaging conversation can be started by selecting multiple contacts or a contact group from the Contacts list. <u>An IM session turns into a group conversation when a third person joins</u>. Participants will see the conversation thread from the point at which they join.



Group Conversation Window

To start a group conversation from the Contacts list:

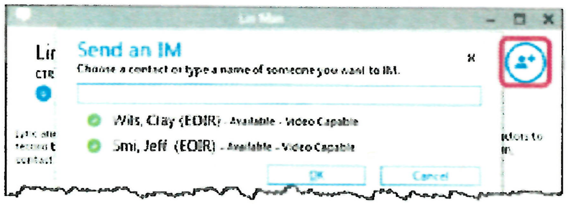
1. Hold the **[Ctrl]** key down, and click each contact that should be invited.
2. Right-click a highlighted contact and select **Send an IM**.

For a user defined group, right-click the group name and select **Send an IM**.

3. Type the message and then press **Enter**.

To start a group conversation from an IM conversation window:

1. Click the **Invite More People** icon.
2. Select a contact from the popup list or search for a contact to invite into the conversation.



Invite More People

Schedule an Online Meeting

Skype meetings are scheduled from Outlook.

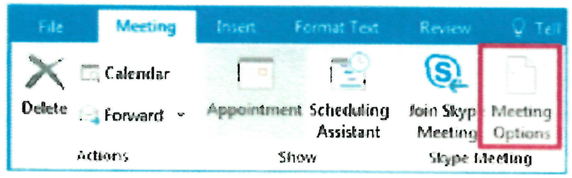
1. Open the Outlook Calendar.
2. On the **Home** tab, click **New Skype Meeting**.
3. A new meeting request opens; recipients, subject line, meeting time, and other meeting details can then be added.

Schedule in Outlook

Set Meeting Options

The settings for the Outlook meeting request can be customized to control access and presenters.

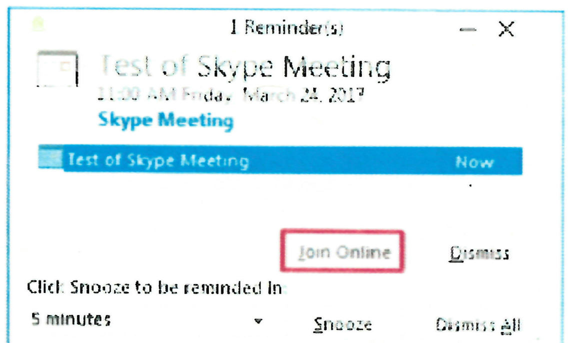
1. On the **Meeting** tab within the request, click **Meeting Options**.
2. In the **Skype Meeting Options** dialog box:
   - Select meeting access and presenter options.



Meeting Options

Join a Scheduled Online Meeting

1. In the meeting reminder, click **Join online**.
2. Agree to the Disclaimer and click **Continue**.
3. Select a meeting audio option and click **OK**.
   - Do not join audio if using a separate phone/teleconference line.
   - Skype audio requires use of computer speakers/headset and microphone.

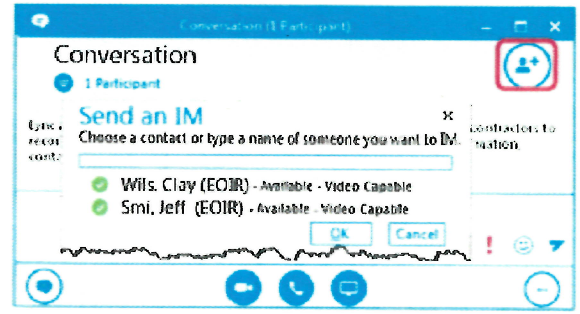


Join Online Meeting

Create a Meet Now Session

The **Meet Now** option allows users to set up and quickly start up a meeting without scheduling it through Outlook.

1. In the Skype main window, click the **Options** icon and select **Meet Now**.
2. Select a meeting audio option and click **OK**.
   - Do not join audio if using a separate phone/teleconference line.
3. Click the **Invite More People** icon.
4. Select a contact from the popup list or search for a contact to invite to the conversation.



Meet Now

Online Meeting Features

The following Skype features require users to establish a meeting or **Meet Now** session.

Share the Desktop

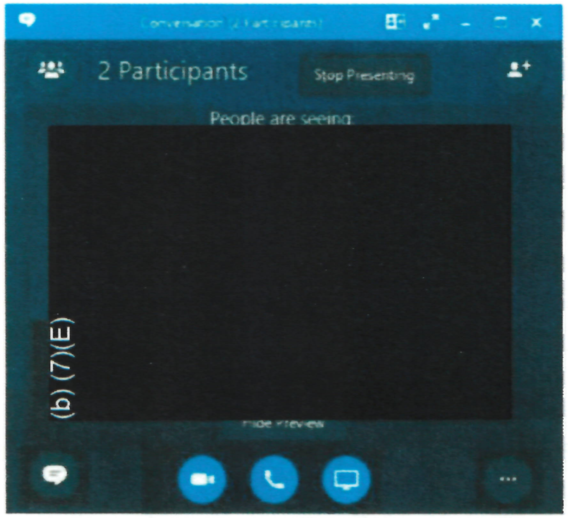
Skype allows users to share their desktop with other users in either **view-only access** or **full control** mode. Do so by:

1. In the conversation window, click the **Present** icon.
2. Select **Present Desktop**.
3. If using more than one monitor, select the one you wish to display/share.

View the Stage

The stage area shows the view participants see.

1. In the conversation window, click the **Present** icon.
2. Select **Show Stage**.



Stage Area

Give Control of Desktop to Others

Whenever actively sharing or presenting from your desktop, a status bar displays at the top of the monitor. By default, the desktop owner is the individual in control of the presentation.

Sharing Status Bar

Owners also have the ability to allow others to use their own mouse and/or keyboard to control the presentation on stage. Do so by:

1. On the sharing status bar at the top of the screen, click **Give Control**.
2. Select the name of an individual under **attendees** or click **Automatically accept control requests**.

Take Back Control

To take back control of the desktop, press **Ctrl + Alt + space bar**, or click **Give Control**, and then:

- If **Automatically accept control requests** is/was selected, click it to clear and take back control.
- To take back control from an individual, click **Take back control**.

Present a Program

1. In the conversation window, click the **Present** icon and select **Present Program**.
2. In the Present Programs dialog box, click the program you wish to present and then click **Present**.

Share a PowerPoint Presentation

This feature allows attendees to view and markup a PowerPoint presentation. If desired, the presentation can be saved for later use. To collaborate/edit a PowerPoint, share it on the desktop. To do so:

1. Click the **Present** icon in the conversation window and select **Present PowerPoint Files**.
2. Select the file to present and then click **Open**.

Click the Annotations icon in the upper right-hand corner of the window to open the annotations toolbar.

Share a Whiteboard

This feature allows attendees to use the whiteboard collaboration feature. If desired, whiteboard content can be saved for later use.

In the conversation window, click Share, and then click **New Whiteboard**.

Attach a File to a Meeting

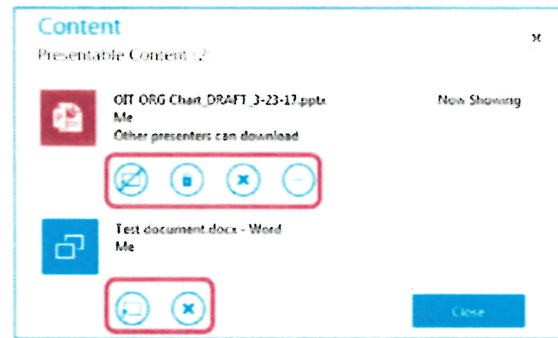
A file can be shared with meeting attendees. Participants can download and view attachments. To do so:

1. Click the **Present** icon in the conversation window and select **Add Attachments**.
2. Select the file to share, and then click **Open**.

Manage Sharing/Presentation

When multiple items are shared/presented, perform the following to switch between items:

1. Click the **Present** icon in the conversation window and select **Manage Content**.
2. Select the applicable icon to update/manage.



Sharing Status

Exit an Online Meeting

Attendees can exit a meeting at any time by closing the conversation window.

To end a meeting, the presenter must:

1. Click the **More Options** icon and select **End Meeting**.
2. Click **OK** to confirm.